

IN-HOUSE TRAINING CHECKLIST 1ST CLASS MATERIAL

1. BEFORE THE TRAINING

- ☐ Check your own DLC certification to ensure it is valid.
- ☐ Ensure the internet is working and you are able to access:
<https://liquorcontrol.vermont.gov/content/1st-class-house-training>
- ☐ Download and print the In-House Server Training Manual, test and certificate. Certificate and test are in your certified trainer email.
If you are using materials you printed previously, be sure the revision date matches the latest version available online. If needed, you can request copies of the materials by calling our office at (802) 828-2339 or emailing us at DLC.EnfEdInfo@vermont.gov.
- ☐ Print any additional company policies related to alcohol and tobacco sales that will need review.

2. MATERIALS NEEDED

- ☐ Printed copies of the In-House Server Training Manual for each employee being trained.
If you are using a digital copy of the booklet, ensure it is loaded for viewing, and each student has access.
- ☐ Training video.
Ensure audio is available and working.
- ☐ Additional company alcohol and/or tobacco policies that need review.
- ☐ Copies of tests for each employee being trained, certificates and pens. (See Certified Trainer email).

3. DURING THE TRAINING

- ☐ Silence phones and close any computer programs not needed for training.
- ☐ Have the employee read the In-House Server Training Manual.
- ☐ After the employee has read the manual, discuss key topics. Use the checklist provided at the end of this form to ensure all relevant topics are addressed.
- ☐ Watch the video with the employee. Pause the video when prompted to ensure understanding and to discuss any additional company policies related to the scenarios.
- ☐ Review company policies related to state laws and regulations and those specifically related to alcohol or tobacco sales.
- ☐ Review information on security measures and safety procedures.
- ☐ Show the employee where the logbook, ID guide and/or any other additional items an employee may need are kept and where emergency numbers are posted.

4. ASSESSMENT

- ☐ Have each employee take the test independently.
- ☐ Correct the test and review any incorrect responses. Revisit any content that the employee struggled with and reassess their understanding.
- ☐ If the employee passed the test, complete the training certificate. Make two copies, one copy for the employee file and one to file and keep by the bar, hostess station, service desk and/or other easily accessible location for investigator review.

5. AFTER THE TRAINING

- ☐ Review the checklist below to ensure all topics were addressed.
- ☐ Set a recertification date reminder for employees who were trained today.
- ☐ Complete the Student Reporting Link (in your Certified Trainer email or on the in-house training page) matching the information you report to the information on their training certificate. **Report training completion data to DLC within 24 hours.**

TOPIC CHECKLIST

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| Legal age to purchase | Removal of wine and specialty beer |
| Training requirements | Gambling rules |
| Age to serve alcohol | Drink sizes, amounts and limits |
| Legal hours to serve | More than a reasonable amount |
| Where customers can drink (inside & outside) | Controlling the conduct of your customers |
| Where training certificates are kept | Dram shop law |
| What must be posted on the wall | Rules about employee drinking |
| Cooperation with Law Enforcement | Acceptable forms of identification |
| Not allowing customers to bring their own alcohol | How to check an ID |
| Pricing, happy hour and drinking games | Consequences for serving alcohol to minors |
| Food requirements | What to do if the ID is fake |
| How impairment affects our business | If a club, specific rules and policies for clubs. |
| Signs of intoxication and impairment | Rules for catering off site, if applicable. |
| How to deal with an impaired customer | Rules regarding smoking or vaping at the business |
| To Go Alcohol Rules | Festival Rules if they apply |